

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER
FLSA: Non-exempt

TITLE: Hotel Reservation Agent

PAY PLAN/SERIES/LEVEL- NF-0303-1

MAJOR DUTY DESCRIPTION:

Provides information on rooms, hotel accommodations, and information on the installation and local area. Takes reservations and requests for any special needs by utilizing the capabilities of the property management system. Handles credit charges and payment. Provides information on alternative accommodations when room requests can't be met.

QUALIFICATION REQUIREMENTS:

Basic knowledge of office equipment and practices is desirable. Excellent customer service skills encompassing the ability to communicate, perform math, and use a computer for word processing or data entry.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required